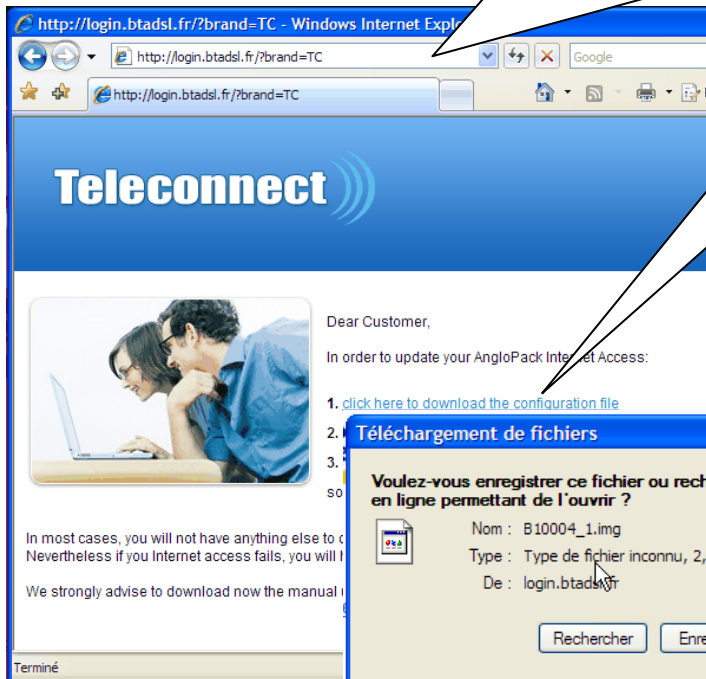


1. Download the new configuration file B10004_1

Open Internet Explorer (or another Web browser)

In the address field:

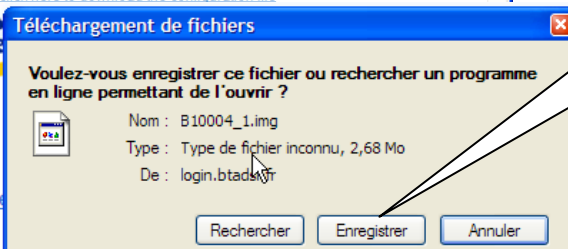
1. Type <http://login.btadsl.fr?brand=TC>
2. Confirm, using the Enter key



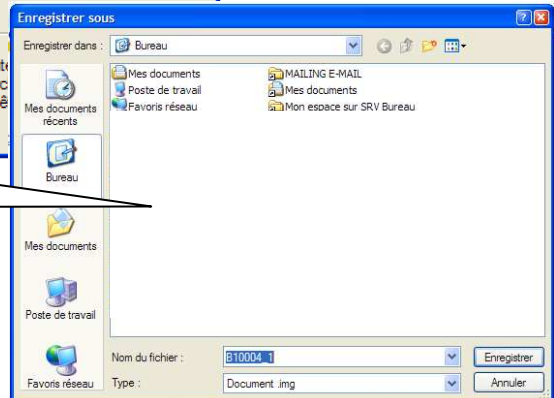
3. Click on that *link*

A window pops up

4. Click **Save / Enregistrer**



5. Save the **B10004_1** file on your PC Desktop or in the "My Documents" folder, i.e., somewhere you can easily find it when needed

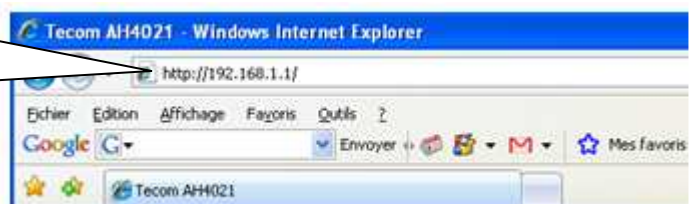


2. Update the modem

Open Internet Explorer (or another Web browser)

In the address field:

6. Type <http://192.168.1.1>
7. Confirm, using the Enter key



A login dialog box appears and prompts you for user Id & Password.

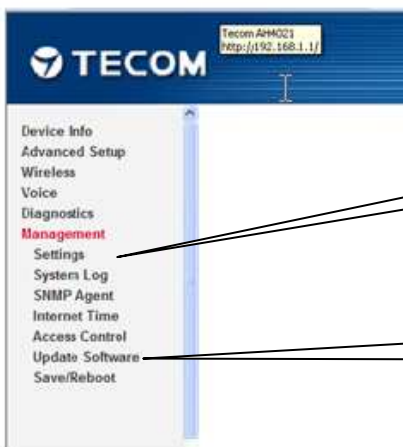


8. Type:

User Id: **support**
Password: **tyuj456k**

All in lower case with no space

You enter the modem **TECOM** interface



9. in the left-side menu select **Management**

10. Click on **Update Software**

11. Click on browse and select the **B10004_1** file in the folder you have previously saved it

12. Then click on Update in order to complete the update process

The modem will self-reboot, so please wait until the DSL and VOIP lights are both green and steady (about 2 to 3 minutes). Do not switch off the modem during this process.

3. Reset the modem

First of all, please double check that the modem is on and connected to the wall phone socket.

13. Insert a paper clip in the little hole at the modem rear end, right side, near the on/off switch.

14. Press firmly 15 to 20 sec, until the modem lights flash and you hear a small "click" sound.

15. Then wait until the modem fully reboot (around 5 minutes).

After the modem has reboot should you have any trouble accessing the Internet, please write down the modem serial number (which you can find at the back of the modem) and contact our technical support hotline: **0805 111 555** (toll free number) or **0811 43 72 14** (local cost call), Monday-Thursday 10am to 6pm, Friday 10am to 4pm)